

☐ Current ☒ Proposed

Classification Title Staff Services Manager I (Specialist)	Division Workforce Development
Working Title Selection Program Consultant	Office/Unit/Section WDD
Position Number 363-920-4800-XXX	Effective Date
Name	Date Prepared May 17 th , 2021

CalHR Mission and Vision

The California Department of Human Resources (CalHR) is responsible for all issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement

Under the general direction of the Staff Services Manager II, the Statewide Learning Manager, and functional guidance from the Selection Division Chief and the Workforce Development Division Chief, the Staff Services Manager I (SSMI, Specialist), Selection Program Consultant (SPC), is responsible for advising on and supporting training efforts to educate and train program analysts whom are responsible for creating and/or administering civil service exams within the State of California. The SPC will work directly with learning and development professionals to deliver training that aligns with best practices and doctrinal policy.

Job Functions

[Essential (E) / Marginal (M) Functions]:

45% Selection Program Consultant – (E)

Provide subject matter expertise and consultative support on the statewide selection processes, specifically as it applies to the delivery of training to civil service employees. This includes collaborating with other Selection SMEs and Learning and Development professionals in the creation and delivery of various courses including the Selection Analyst Training Certification (SATC). Act in a project manager capacity to plan, track and monitor course development milestones to ensure the delivery of courses are within allocated timeframes. Lead and facilitate instructive discussions and activities that focus on the application of learning elements associated with selection process training.

35% Research and Develop Selection Process Training – (E)

Develop training curriculum by partnering with internal and external stakeholders on policy and best practices, and supporting collaborative efforts with statewide training and selection process partners, the Examinations Supervisors Forum (ESF), agency and department leaders, and division colleagues to design, develop, implement, evaluate and continuously renew the state's approach to developing employee competencies. Research and maintain frontline knowledge as it applies to the civil service examination process, to include all applicable state laws, mandates, and the State Personnel Board Selection Manual. Review and improve training collateral associated with the SATC course. Create training assessments that test the knowledge and understanding of learning objectives

15% Data Analysis, Audit, and Report – (E)

Analyze participant and program data related to SATC to identify trends and measure effectiveness. Provide ongoing review of program efforts through audit and feedback of training delivery, materials, and activities. Report key findings to internal and external stakeholders as it relates to course success and areas of opportunities. Provide solutions to enhance the learner experience and improve the learning outcomes.

5% Communication, education and outreach – (E)

Collaborates with ESF, vendors, partners and stakeholders to build and facilitate a professional community of practice for state employees to share best practices and experience regarding state civil service selection processes. Provides expert advice and consultation to help HR professionals conduct the selection process with the highest level of expertise. Attends Human Resources related forums to stay up to date on any laws, rules or policy changes that may impact training content delivery. Keeps up with employee development industry trends in order to propose innovative ideas for maximizing the effectiveness of the HR academy.

Supervision Received

The Staff Services Manager I reports directly to and receives the majority of assignments from the Staff Services Manager II; however, direction and assignments may also come from the Staff Services Manager III and get functional guidance from the Selection Division Chief and the Workforce Development Division Chief.

Supervision Exercised

None, however, may be called on to serve as a project lead.

Special Requirements/Desirable Qualifications

Functional or training experience with State of California Human Resources including knowledge of:

- Merit Based Selection Processes
- Job Analysis Development
- Exam Planning and Development (i.e., Written Examination, Qualification Appraisal Panel)
- Exam Administration
- Evaluating Minimum Qualifications
- Use of HR systems such as ECOS and Legacy
- State Personnel Board Selection Manual

- Exceptional communication skills, both verbal and written.
- Ability to apply the principles, methods, techniques, and tools for developing, scheduling, coordinating and managing projects.
- Experience with Microsoft Suite, to include PowerPoint, Excel, and Word.
- Ability to act as change management agent.
- Ability to collaborate and influence stakeholders to maximize training delivery outcomes.

The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Ability to operate standard office equipment such as, but not limited to: a personal computer (desktop or laptop models), paper shredder, basic calculator, document system (copier, facsimile, imaging). Ability to move training materials and equipment, including boxes up to 25 pounds.

Must be able to travel 10% of the time to deliver services to departments across the state.

Working Conditions

Professional office environment. Ability to sit in a normal seated position for extended periods of time. Ability to effectively handle stress and deadlines.

Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. * (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel analyst.)

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date